

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: ADMINISTRATIVE ASSISTANT I
CRIMINAL INVESTIGATIONS SECTION DIVISION
POLICE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs routine to moderately complex administrative, secretarial, and clerical work in support of the division. Work involves handling the responsibility for performing a variety of typing, information processing, distributing paperwork, and clerical tasks; and maintaining significant contact with the general public by answering inquiries and providing information. Reports to the Lieutenant.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Distributes paperwork from the previous day.

Makes copies of the paperwork from proper personnel.

Disassembles tickets; prepares tickets for court.

Performs and maintains the filing of paperwork such as citations in order by the officer and the ticket number issued, pawn tickets by pawnshop and in alphabetical order, accidents by case number, and case reports by case number.

Performs data entry of citations, parking tickets, accidents, and case reports.

Prepares the weekly schedule for Criminal Investigation Section, records supervisor, animal control, and information technology; posts when ready.

Prepares crime report.

Monitors the front counter; answers inquiries from the front counter.

Check supplies to see if there is anything or anyone needs to order; orders supplies.

Takes telephone calls that pertain to records.

Copies and distributes court docket to officers for traffic transcripts.

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Processes arrests that come in from the officers; assigns a number; completes a card; completes for records.

Notarizes documents for Officers and the public as needed.

Maintains emergency contact forms for businesses.

Sends fingerprints to State that are processed by the Officer.

Collects timesheets for division when needed.

Checks computer databases to see what cases are active; prints active cases; makes a folder; submits to supervisor.

Prints copies of incident reports for Public Information Officer.

Takes copier readings for maintenance.

Picks up and distributes the mail.

Ensures accuracy of reports that are written.

Faxes copies to Attorney's office for case requests.

Performs typing and word processing of reports, correspondence, policies, procedures, billing, memoranda, cases, and other administrative materials.

Makes standard postings to various departmental, fiscal, or other records according to standard procedures; makes routine arithmetic calculations; issues material upon request.

Attends counter or reception desk; receives and screens incoming telephone calls; transmits messages.

Receives and/or reviews various records and reports such as citations received from officers, case reports, emergency contact forms, transcription tapes, and citizens' complaints.

Prepares and/or processes various records and reports such as background checks, insurance company requests, new applicant forms, fingerprint cards, and supplies for the Department.

Refers to the Internet, dictionary, card catalog, supply catalog, telephone book, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as fax machine, copier, computer, etc.

Uses a variety of tools such as computer/printer, fax machine, copier, calculator, telephone, etc.; a variety of supplies such as writing instruments, stapler, file folders, general office supplies, etc.; and a variety of computer software such as Microsoft Access, Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Publisher, etc.

Interacts and communicates with various groups and individuals such as the Lieutenant, Police Officers, official of Town Hall, co-workers, other Police jurisdictions/court, areas requesting assistance, and the general public.

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Performs responsible administrative and secretarial duties in support of the Unit Investigators including but not limited to compiling data for reports, editing and proofreading various documents, scheduling meetings and appointments, maintaining calendars, establishing and maintaining filing systems, etc.

ADDITIONAL JOB FUNCTIONS

Assists with special events such as the Bike Rodeo, the Caps and Kids Fun Run, Santa's Ride, Christmas parties, employee recognition events, and handling sales of Police Department souvenirs.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent supplemented by one to two years of responsible administrative or clerical experience, or any equivalent combination of training and experience, which provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, computer manuals, directories, etc. Requires the ability to enter data into the computer and prepare reports, correspondence, forms, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make routine independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

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Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently with co-workers and the general public; to communicate effectively with persons of varying educational and cultural backgrounds.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio, and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Criminal Investigations Section of the Police Department as they pertain to the performance of duties of the Administrative Assistant I. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the Town and of related departments and agencies. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Has excellent administrative, secretarial, organizational, clerical, and customer service skills. Has knowledge of modern office practices and equipment. Is able to use computers for word and data processing and records management. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Has knowledge of and skill in the maintenance of efficient filing systems. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to research and compile data for reports and decision-making purposes with accuracy and in a timely manner. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to maintain confidentiality as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine tasks. Is able to plan, organize, and prioritize daily assignments

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and work activities. Is able to offer assistance to fellow employees as necessary. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Is capable of working under stressful conditions as required. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal

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schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.